

HP Services

Business Continuity Services

Business Recovery Core Service—Ship-to-Site



Protecting your critical IT-based business processes

What would happen to your business if you had a major disruption to a critical business process due to a disaster, site outage, or serious IT problem? Would it affect your revenue? Profitability? Customer loyalty? Stock price?

Companies have become very dependent on information technology to run their businesses and achieve competitive advantage. For example, if your ERP system shut down, how would that impact your company? What if your customers couldn't purchase from you? What if the outage lasted days or even weeks? IT has become the backbone of most companies and if your IT is down, it is more difficult to conduct business—if you can conduct business at all.

Whether the outage is caused by a disgruntled employee, a broken pipe, a malicious virus, a flood or fire, or even a massive power outage, the impact to your company's bottom line can be disastrous.

With the Ship-to-Site version of HP Business Recovery Core Service (BRS Core), HP ships loaner systems to your alternate location of choice. A ship-to-site solution has the major advantage that it allows you to use your own facilities with minimal disruption to your staff. In some cases, the solution may also facilitate networking interconnection.

HP personnel take full responsibility for commissioning the hardware and loading the operating system. Disk volume configuration and application and data loading are normally your responsibility, although HP specialists are available to assist you in these procedures.

Shipment from HP takes place within 6 hours of disaster declaration. Based on your recovery procedures, end-user connectivity to business applications will normally be available within 24 to 48 hours of disaster declaration (depending on shipping time, data size, customer expertise, and other factors). For remote areas this may extend to 72 hours or more.

HP has the expert personnel and understands the processes necessary to help you quickly recover your complex IT environment

Features

- Hardware commissioned and shipped within 6 hours of disaster declaration
- Operating system loaded by HP personnel at customer premises or before shipment
- Use of system for up to 84 days following disaster declaration (after which a daily usage charge will be applied)
- Customer-defined disaster
- One to six days of rehearsals with expert onsite technical assistance

Benefits to you

- Faster recovery in the event of a disaster
- No need to move personnel in the event of a local disaster
- Recovery begun by HP personnel (without the need for assistance from disaster-preoccupied customer personnel)
- Strong preparation for disasters through expert-led consultative rehearsals

Covering all major platforms in your data center

HP BRS Core—Ship-to-Site is available for the following platforms:

- HP UNIX® servers (PA-RISC and Itanium™-based systems)
- HP AlphaServer and VAX
- HP NonStop servers
- Intel® servers (Microsoft® Windows NT® and Windows® 2000)
- Sun servers
- IBM iSeries/AS400
- IBM pSeries/RS6000

Exact platform coverage varies by country.

Rehearsals—a key to your successful recovery

HP views disaster rehearsals or testing as being crucial to achieving successful, fast recovery following a major disruption or disaster. In particular, we treat rehearsals as a consultative learning experience for our clients.

Accordingly, HP recovery specialists will advise, analyze, and suggest improvements before, during, and after disaster rehearsals.

The content of the rehearsal includes the following:

- One to six days of eight-hour shifts. Rehearsals usually take place at an HP Recovery Center during normal working hours. Evening and weekend rehearsals may be scheduled in some countries.
- Equipment configured and operating system loaded as during a real disaster
- Documented feedback following the rehearsal
- Erasure of data from disks upon completion of rehearsal

Remote rehearsals, managed from your alternate site, are available in some countries as an option.

Why HP Services for Business Recovery?

What makes the HP Business Recovery Core Service offering so appealing?

- **Contractual flexibility.** HP provides more flexibility than some other continuity vendors in allowing you to more economically make contract changes and exit your contract under specified circumstances.
- **Flexible access for rehearsals.** HP can typically schedule your rehearsals within 3 months—unlike the 6- to 18-month waits that are common with some vendors. Furthermore, if your plans change, we can easily reschedule your rehearsal.
- **Subscription restrictions.** HP can provide stronger protection against large-scale or multiple-disaster scenarios than some other continuity vendors through limiting the number of subscriptions for a particular piece of equipment to 25. In contrast, some other major vendors have no definite subscription limits and subscribe up to 50, 75, or even larger numbers of customers to a single piece of equipment.
- **Well-tested recovery processes and experienced personnel.** HP has the expert personnel and understands the processes necessary to help you quickly recover your complex IT environment—not just provide loaner hardware.
- **Single-vendor solution responsibility.** HP can take full responsibility for your business continuity solution—integrating business continuity planning with both data center recovery and office recovery.

HP Services goes the extra step

The HP Business Recovery Core Service is available in three versions:

- HP Recovery Center
- HP Mobile Recovery Center
- Ship-to-Site

The primary difference between these versions is the location of the recovery systems in the event of a disaster.

In addition to BRS Core, HP offers a full spectrum of proven business continuity solutions to reduce exposure and vulnerability, help you protect your mission-critical operations against diverse downtime threats, and ease your recovery if an unforeseeable catastrophe strikes.

Our portfolio includes:

- **Business continuity consulting**
- **Disaster tolerant services**
- **Business recovery services** (for the office and the data center)
- **Backup and recovery services**

For more information

HP BRS Core—Ship-to-Site may be purchased as a contract at any time under HP part number H6735AA. The contract may be established for one to five years with significant discounts available for multi-year contracts. Pricing information is available from your local HP service sales representative. Some options vary in availability by facility.

For more information about HP Business Recovery Core Service—Ship-to-Site or other HP Business Continuity Services, please contact your HP representative or e-mail us at business.continuity@hp.com.

You may also find more information on HP Business Continuity Services on our Web site at www.hp.com/hps/continuity. HP Business Continuity Services are part of our broader Business Continuity & Availability Solutions—encompassing both technologies and services. More information on these broader scope solutions can be found at www.hp.com/go/continuity.

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59822391EN, 10/2003

